



The Cumberland Valley Quarterly Newsletter

Information of Interest in Cumberland Valley

Volume Three ♦ Issue Two

April ♦ May ♦ June 2003

Family & Community Connection Workshop London Community Center Thursday, April 24, 2003

Jan Rose White of Family Support, and several Protection and Permanency staff, Diane Bush, Diane Hensley, Gretchen Jewell and Leslie Davis, represented the Department for Community Based Services at this community event. Many other agencies were on hand to conduct workshops, to greet people and to distribute information about their operations. Participants included Christian Appalachian Project, FRYSC, Parents as Teachers, Commission for Children with Special Health Care Needs, Mary Kay, Help Promote "Wreckless" Driving, Cooperative Extension Service, Family Connection Parenting Center, Tri County Mentoring, and Experience Works.

Workshops offered included Parents Anonymous, Living on a Budget, Grow Smart with Music & Art, Cooperative Parenting, Child Abuse, Look Good/Feed Great, and Scrapbooking.



*"Dare to Love" Recruitment & Certification Display
April 24, 2003*



*Family Support Display, April 24, 2003
Display by Debbie Moran, Keith Bowling & Jan R. White*



Kaye Middleton's son, Jonathan, pictured above, served in the February General Legislative Assembly. Jonathan was chosen by Lynn Camp High School to serve State Senator Robert Stivers as a page.



Robert Jackson, Mary Jacques, Allison Morgan, Melanie Reynolds, Mike Broughton, Robert Thompson and Stacey Smith.

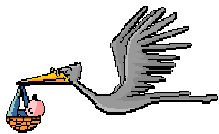
Rudy Ruritan teddy bears presented to Laurel Co. Unit II P&P

by Gail Madden, Secretary, P & P, Laurel

Michael Broughton of the Laurel Co. Ruritan Club delivered "Rudy Ruritan" teddy bears to the Laurel County Unit II offices on Monday, April 28, 2003. The teddy bears were to be distributed to the children who are in out-of-home placements in Laurel Co. Michael delivered approximately 160 bears.

The Ruritan Club is a national service club whose purpose is to improve communities and build a better America through fellowship, goodwill, and community service. The teddy bears are a symbol of the club to show that they care about the children of our land.

Anyone who is interested to learn more about the Ruritan Club can contact them at their web site ruritan@swva.net.



Two Special Deliveries for Knox County!

Kimberly Smith-Noel and Crystal Siler, both of the Knox County Protection and Permanency Office, recently became new Moms! Kimberly and Billy Noel are the proud parents of a son, Ethan, born on February 5, 2003. Shortly after, Crystal and Larry Siler welcomed a daughter, Dorian, born on March 13, 2003.

Child Abuse Prevention Month was April

from Jessaca Greene, FSOS, P & P, Harlan

Harlan reports two exciting events relating to Child Abuse Prevention Month! First of all, on April 24, we collaborated with the Harlan Independent School's FRYSC in conducting a teleconference training through the University of Kentucky. The training was presented by Lane Veltkamp, MSW, BCD and the topic was Indication of Abuse and Neglect and Building a Stronger Community Chain. Along with school and DPP staff, our local District Court Judge and representatives from the county attorney's office were present for the training. This training was successful in opening up some new lines of communication and in answering many questions that community partners had about indicators of abuse and neglect.

On April 30, Harlan DPP hosted the first annual Child Abuse Awareness Rally. This consisted of a march around town, led by local Boy Scout troops, a program on the courthouse lawn, a candle light vigil and balloon release. Seth Carmichael with Harlan FS provided entertainment for the program. The Honorable Ron Johnson, Harlan Circuit Court Judge, and Judy Head, Victim's Advocate for the Commonwealth's Attorney, spoke about the importance of everyone in the community being aware of the presence of child abuse and doing what they can to prevent it. Special thanks go to Vicki Blakley, Seth Carmichael and Kim Spurlock for their hard work in making this program a success.

CHILD ABUSE PREVENTION MONTH IN BELL COUNTY

by Diana Mullins, Field Service Supervisor, Bell

The Bell Co. Community Based Services Staff along with the Pineville Independent School System and the Pineville FRYSC held a parade on April 22, 2003 as a public awareness event for Child Abuse Prevention Month. Approximately 200 school children from grades K- 6 walked in the parade. Children carried blue balloons and some of the older children carried posters made by the Pineville Family Support Staff. Also lending support for this event was the Pineville High School marching band, the Pineville City Police Staff and the Pineville Fire Department. Despite the cool weather, everyone had a wonderful time.

CUMBERLAND VALLEY'S REGIONAL CALENDAR

from Connie York

This is a reminder for you to use the Regional calendar. I will update the calendar as I learn of events, and on the first day of each month, I will send a link to the calendar to everyone, as a reminder. Also, for easy access to the calendar, when you open it up, you can "Right Click" anywhere on the screen and select "Shortcut to Desktop" to send an icon to your computer desktop. Then, you need only to double click on your desktop icon to open the calendar. When you notify me of an event to be added, include the name of the event, the date, time, length of the meeting, and any other relevant details. Following is the Web site address:

<http://www.localendar.com/public/conniejoyork>

submitted by LaVerna Bowman, P & P, Bell

Sincerely,
LaVerna Bowman, Team Captain
"Relay for Life"



“Ms. Jane Doe”, a native of Whitley County, made a complimentary telephone call to the Office of the Ombudsman in regards to the excellent service she received from the Williamsburg Family Support Office. Although the agency could not contact Ms. Doe for further comment, it is rewarding to learn a positive difference has been made in the lives of a family in which we serve.

ON THE ROAD AGAIN WITH CFC

by Connie York

Approximately 80 Cumberland Valley staff participated in a working “blitz” on June 30, 2003. Cabinet Secretary, Viola Miller, Dr. Ruth Heubner, Researcher, and Sissy Cawood, Director of Service Regions, were in London to conduct the workshop.

The Blitz was held at the Carmichael Community Church. Thanks to Jeff North for making arrangements to use the church. We all appreciate the folks at Carmichael for being gracious enough to allow us to use their gym.

A random selection method was used for choosing the 80 people who were invited to participate in the Blitz. Secretary Miller explained the idea for a random selection. She wanted to see a cross section of staff from each Region—a representation pulled from all grades, positions and agencies. In addition to DCBS, representatives from FRYSC were in attendance.

Some highlights from the Blitz:

- Cumberland Valley has a reason to be proud. We are constantly leading the state in many areas; and in areas where Cumberland Valley is not number one, we are “nipping at the heels” of the leaders.
- Being one of the leading Regions gives Cumberland Valley “Energy” that we use to better serve families and children.
- The Cabinet for Families and Children is a high-performing agency, and Cumberland Valley is a high performing region.
- We’re not perfect, but we do a lot of things very well.
- We are committed to Families and Children.

Secretary Miller spoke about many of the accomplishments of the Cabinet over the past several years:

- Reduced Food Stamp Errors
- Reduced TNAF Roles
- Kentucky Works Program
- Diversion Program
- COA
- The Cabinet’s Strategic Plan
- EAL *Never forget the Four Basic Principles:*
 - *Preserve the Integrity of Others*
 - *Practice Active Listening*
 - *Involve Others in Problem Solving*
 - *Be Accountable for Your Actions*
- Restructuring of the Regional level—bringing some of the decision making to the Regional level
- Food Stamp Penetration Rate (percentage of people eligible for Food Stamps who are actually getting them) Kentucky is one of the top five states in the nation. *We are helping the people who need it.*
- Visions

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- Customer Service Survey
- All Families Matter (We defined our outcomes, we measure and publish them, proving that we are accountable and that we want to improve.)
- CQI—an avenue for problem solving and ultimately a tool for improving the quality of services provided
- Child Support Improvements—an increase in collections
- PCWCP—Public Child Welfare Certification Program
- FTS—Field Training Specialist Program
- Foster Care Census
- Technology Advancements
- Improvement in Physical Facilities
- COMPREHENSIVE FAMILY SERVICES!!!

Ruth Heubner, who refers to herself as the “Data Geek”, spoke about several of the accomplishments—CFS, Customer Service and the Foster Care Census—from a “numbers” perspective. Dr. Heubner’s data proves that CFS makes a positive difference to our customers. *We know that it works, so now we have to do it!*

Employees were asked to complete a group exercise involving what they feel are some of the accomplishments of Cumberland Valley as a Region. They also worked on listing their priorities for improvement for the future.



Jan Smith and John Robbins, Family Support, Bell



Violet Williams, Kathy Hurley, Gail Frederick, P & P, Knox



Terry Nelson, Child Support and
Seth Carmical, Family Support, Harlan

DERRICK DOPEL RECEIVES CITIZEN OF THE YEAR AWARD

from Lisa Cain, FSOS, P & P, Whitley

Steve Halstead's nephew, Derrick Dopel, will be receiving the Citizen of the Year Award in Lexington on Friday night (June 20, 2003) at the Ramada off of Exit 113. Derrick is in Boston in treatment, so Steve will be accepting the award. Derrick has done so much for the foster children in our county, so I had nominated him several months ago.

NOTE: Following is the Nomination Letter written by Lisa Cain.

I am nominating Derrick Dopel for the 2003 Citizen of the Year Award for several reasons. I am not sure if anyone this young has ever won this award. Also, I am not sure if he is even eligible due to his age. However, I truly believe that Derrick has done more for the foster children in Whitley County than many of us could ever do.

Derrick will be eighteen years old on April 11, 2003. Since he was fifteen he has been a constant support to our foster children, my staff and myself. His uncle, Steve Halstead, whom is one of our Social Service Clinicians, introduced Derrick to our staff.

Our office as a whole is very active with our foster children and foster parents and we do a lot of activities. For the past four years we have done a very huge Christmas party for the children, but to do this we have to raise a lot of money. We have various fundraisers and for the past four years Derrick, instead of hanging out with his friends like most teenagers would, gave up his free time to help raise money. He has sat in the cold in the parking lot selling Beanie Babies, he has worked bake sales and dinners and so much more. I have repeatedly heard him talk about how he knows the foster children just need someone to know they care.

Recently, one of our seven year old foster children, whom has had many behavior problems in various foster homes and at school was given the opportunity from his school to go on a field trip to Dollywood. This child had to control his behavior and have perfect attendance for several months to earn the privilege. He did, but then the students were all told that each of them had to have a chaperone. The child's foster parents, my workers and myself all had other plans already made for the Saturday in which the school trip was planned. So, it was looking like after all of his hard work he was not going to get to go. Then one of us thought about Derrick, so we called the school to make sure he could go as the chaperone and they said it would be fine. Derrick was called and without hesitation he agreed to go and yes he had plans for that Saturday to go with his friends to the movies but he changed his plans. This meant the world to this foster child and in the child's life book he has written about the field trip and wrote that it was one of the best days of his life and that Derrick is one of his favorite people.

Many of the times when our foster parents have had their support group meetings my staff and I would volunteer to

baby-sit all of the foster and biological children so the foster parents would not have to worry about finding a babysitter and could enjoy their meetings. Again, Derrick unselfishly volunteered his time to help with the children; he would make them popcorn and interact with them. All of our kids look at Derrick as a big brother.

Derrick has often shared his dreams of being a social worker or police officer someday because he wants to be able to help protect those less fortunate. Derrick should be starting college this fall, however; recently his dreams have been put on hold. Last year the foster parents had a support meeting scheduled and Derrick had planned to come and help watch the children. Derrick did not show up and his uncle knew something was wrong because it is not like Derrick to commit to something and not follow through with it. Derrick's uncle checked on him and later that night it was discovered that Derrick had a growing brain tumor. The reason I am sharing this with you is not to gain a sympathy vote but to point out how Derrick is so committed to the foster children in Whitley County. When Derrick did not come to the meeting everyone knew something was wrong because there has been many times others did not show up and we just assumed something came up. However, we knew Derrick did not let other things interfere with his commitment to the children. From this night forth the lives of so many of us within the foster care arena has been impacted. However, Derrick has been a real trooper and although it has been a continuous emotional roller coaster for Derrick and all us of in the foster care system, he has maintained a good fight against this potentially deadly condition.

Thank you for your consideration of Derrick as a possible candidate to receive this award. Derrick may be young in age but has contributed so much to the children within the system. I truly believe Derrick is the perfect candidate to receive this honor and represents the meaning of the award to the max. My hope is that we can give something back to this person who has given so much to us.

If you have any questions, comments or suggestions about the Cumberland Valley Quarterly Newsletter, please contact me at (606) 878-6228. Or you can email me! Conniej.york@mail.state.ky.us

Thanks! And thanks to the Communications Office for all your patience and help!

Sincerely

Connie York
Cumberland Valley Service Region

CUSTOMER SERVICE WORKSHOP CONDUCTED BY COMMISSIONER PARIS

The Secretaries of Cumberland Valley attended a Customer Service Workshop in Hazard last May. The workshop was conducted by Dietra Paris, and from all indications, it was WONDERFUL!

"I just wanted to say that this was one of the better workshops I have attended. Not only was it informative, it conveyed a very relaxed and welcoming atmosphere. I feel it made us as secretaries feel valued and appreciated." Mary Saragas, Secretary, Family Support, Harlan

"I thought that the Customer Service Workshop held in Hazard was one of the best training sessions I have attended. Cumberland Valley was well represented by secretarial staff that participated in skits, role-plays, etc. We had a wonderful question and answer session with Commissioner Paris. Betsy Noland and the rest of the training staff gave us tips on how to deliver the best service possible to our customers and also how to communicate well with our co-workers. It was a day well spent." Regina Nolan, Secretary, Family Support, Harlan



Commissioner Dietra Paris and Rosemary Wyatt, Secretary, Family Support, Rockcastle

Congratulations to P & P!

On the statewide TCM Contacts Summary (based on the July 15, 2003 run of TWS-M041), Cumberland Valley was "Number One" in the State with 95.08% of Children in OOHC with TCM hits.

In addition, based on the July 19 run of TWS-W029, the statewide report shows that Cumberland Valley is "Number One" on the percentage of referrals (CPS and APS) that are not past due.

The following P & P staff had 90% or greater on Contacts, Family Plans and CQA's for the first six months of 2003.

Rebecca Slusher, Sue Vaughn, Dennis Williams, Amy Townsley, Kristina Morgan, Belinda Collins, Kristy Reeder, Jill Lockaby, Jennifer McHargue, Tonya Ross, Sylvia Seale, Deanna Wilson, Steven Halstead, and Tammy Brown.

News from the Permanency Team

The Cumberland Valley Perm Team ended the fiscal year with the following statistics: 38 Children with Termination of Parental Rights, two TPR's granted on one parent with another court date to be set for the second parent, three terminations were denied.

The Permanency Team is now ready to pursue at least as many TPR's in the 2003-2004 fiscal year. We are now being called the "Terminators."

We also want to wish the very best of luck to Janice Coffey who retires at the end of July. We will truly miss you, Janice! Your contribution to the Perm Team and to the children of Cumberland Valley over the years is something you should be very proud of and we are VERY proud of you! HAPPY GRANDPARENTING!